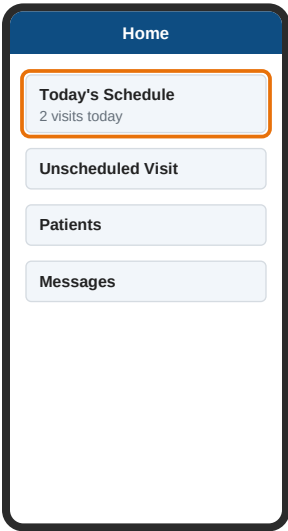
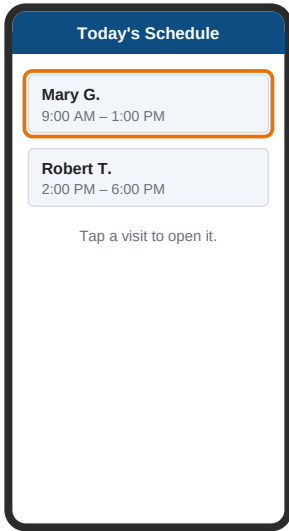


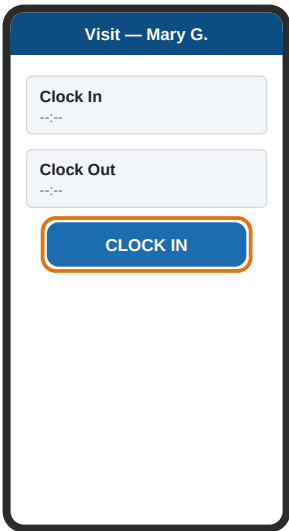
1 Open the app and log in with your email and password.



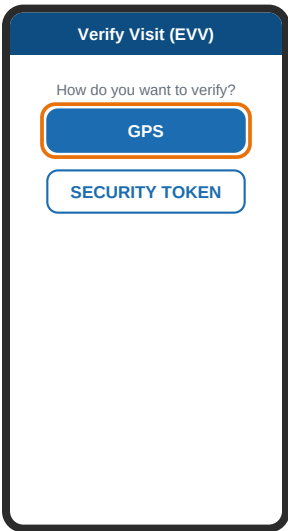
2 On the Home screen, tap Today's Schedule.



3 Tap the visit you are starting.



4 On the Clock In/Out tab, tap Clock In.



5 Choose GPS. (Use Security Token only if your agency gave you a FOB device.)



6 Green time = success. You're clocked in. (Red time = it didn't verify — keep working and tell your office.)

TIP: BE AT THE PATIENT'S ADDRESS WHEN YOU TAP CLOCK IN

GPS is captured the moment you tap. Clocking in from the parking lot, the bus stop, or your car creates a location exception your office has to fix — and repeated exceptions can hold up payroll.

Visit — Mary G.

✓ Clock In: 9:00 AM

Clock Out

CLOCK OUT

1 When care is finished, open the visit and tap Clock Out.

Plan of Care Duties

✓ Bathing assistance

✓ Meal preparation

✗ Light housekeeping

✓ Medication reminder

SAVE

2 Mark each Plan of Care duty: ✓ done or ✗ refused.

Refused Duty

Why was 'Light housekeeping' not done?

Patient refused

Not needed today

Other

3 If a duty was refused, pick the reason the app asks for.

Patient Signature

Please sign below:

Mary G.

SUBMIT

4 Ask the patient to sign (or record voice consent) if the app asks.

Verify Visit (EVV)

Confirm clock out with GPS?

CONFIRM

5 Tap Confirm to finish.

Visit — Mary G.

✓ Clock In: 9:00 AM

✓ Clock Out: 1:00 PM

Visit complete. Thank you!

6 Both times green = your visit is complete and recorded. Great job!

TIP: ADD A VISIT NOTE IF ANYTHING UNUSUAL HAPPENED

Tap the + icon on the visit to add a text, voice, or photo note (a fall, a refused meal, a concern). Notes can't be edited after saving, and your office can see them right away.

Red (failed) EVV time

- Don't panic — your visit was still recorded. Red just means the location didn't verify.
- Finish the visit normally and clock out as usual.
- Message or call your office so they can review the exception.

Why it matters: A red time is fixable. A visit you never clocked is much harder to prove — and may not be paid.

No cell signal at the patient's home

- Keep using the app exactly as normal — Offline Mode saves everything on your phone.
- Clock in and out at the real times.
- When your phone gets signal again, the app syncs automatically. Nothing else to do.

Why it matters: Skipping the punch 'because there was no signal' creates a missing visit. Offline Mode means there's never a reason to skip.

Forgot to clock in or out

- Open the visit. Under the blank time (--:--), tap the small edit (pencil) icon.
- Enter the correct time and have the patient sign.
- The time shows orange while your office reviews it, then green when approved.

Why it matters: You can request a correction any time before the visit is billed — but sooner is always better.

Visit isn't on your schedule

- If your agency allows it, use Unscheduled Visit from the Home screen and select the patient.
- If you're not sure, call your office before starting care.
- Never clock in on a different patient's visit to 'make it work.'

Why it matters: Clocking into the wrong visit creates billing errors that take far longer to fix than a phone call.